



Request for Proposals
Copier Purchase or Lease Contract
April 1, 2016

Overview

The City of Hendersonville is seeking qualified copier sales and leasing vendors to provide copiers and maintenance services for the entire City. The City wishes to enter into one citywide contract for the provision of these machines and services. This exclusive contract will be valid for a five year period. After the five year period, a new Request for Proposals will be issued. It is our expectation that the contract period will run from July 7, 2016 to July 7, 2021, or upon expiration of any existing contract.

Current Status

The City of Hendersonville currently owns or leases eight copiers of various makes and models, which are owned or serviced by six different vendors with various agreement expiration dates. The copiers have various lease and per copy rates. Currently, copiers are located in three different facilities within Hendersonville. As part of this process, additional copiers may be added at additional locations to improve efficiency and reduce costs.

The copiers are located at the following locations:

1. City Hall – 145 Fifth Avenue East - 2nd Floor Mail Room – Administrative Departments
2. City Hall - 145 Fifth Avenue East – 911 Communications – Police Department
3. City Hall – 145 Fifth Avenue East – Records Division – Police Department
4. City Hall – 145 Fifth Avenue East – Detective Division – Police Department
5. City Hall – 145 Fifth Avenue East – Collections Division – Finance Department
6. City Hall – 145 Fifth Avenue East – Accounting Division – Finance Department
7. Operations Center – 305 Williams Street – Operations Divisions – PW/W&S /Engineering
8. County Office Building – 100 King Street – Development Assistance Center

The average monthly usage rates will be provided during site visits as described below.

Proposals

The City of Hendersonville has set aside the week of April 25 -29, 2016 to meet with vendors who wish to submit proposals. We will schedule specific times for vendors to meet with various departments to determine their coping needs. Once you understand their needs you will be asked to submit a proposal with leasing and purchasing options using the following information as guidance:

1. Create an optimization and standardization program for the City's copiers, printers, faxes, scanners
2. Reduce the City's total cost of copy and print services throughout all City departments

3. Provide outstanding customer service. This means timely and accurate response times, friendly knowledgeable staff, and accurate billing.
4. Evaluate and recommend document flow improvements
5. Lease proposals should indicate all charges (base charge, per impression, annual service charges, etc.) associated with lease.
6. Purchase options should include all charges (purchase, tax, service agreement cost, etc.) associated with purchase of machine.
7. Please indicate all service agreement charges. For example, charges for all calls for service and supplies, as well as locations and response time of your technicians
8. For lease option, please provide end of lease cost as part of proposal (i.e. equipment return charges).
9. For all options, please indicate if you are willing to buyout existing agreements and any cost associated with the lease buyouts.
10. We prefer five year terms on all lease agreements, but will consider other options if it is in our best interest.

Selection Process

1. Any vendor interested in submitting a proposal should submit a letter of interest via email to John Buchanan at jbuchanan@hvlnc.gov by 5:00PM on April 15, 2016. The letter of interest should include the following:
 - a. Name of vendor
 - b. Address of vendor
 - c. Name of vendor contact
 - d. Vendor contact email address
 - e. Vendor contact daytime phone number
2. Site visits will be scheduled on Monday, April 18, 2016 for the week of April 25-29, 2016.
3. Following the site visit, all additional questions should be funneled through John Buchanan at the aforementioned email address.
4. Proposals must be submitted by 5:00PM on May 20, 2016.
5. Vendors should provide one hard copy original and an electronic version of proposal. The proposal should include the following:
 - a. History of Company
 - b. Address of location serving the City of Hendersonville
 - c. Cost proposals
 - d. Service Information (i.e. typical response time, rates and process to submit work order, etc.)
 - e. Machine descriptions
 - f. Three references (preferably at least one governmental or institutional).
6. Proposals will be reviewed by an internal users group consisting of representatives from all key departments.
7. Two vendors will be selected as finalist by June 3, 2016 with follow up interviews to occur during the month of June.
8. Final selection and awarding of a five year contract will be made at the July 7, 2016 City Council meeting.

Request for Proposal Standard Conditions

1. The City of Hendersonville reserves the right to reject all proposals.
2. The City of Hendersonville reserves the right to purchase or lease fewer machines than described in this Request for Proposals
3. The City of Hendersonville reserves the right to purchase or lease more machines than described in this Request for Proposals.
4. Preference will be given to vendors within 45 miles of Hendersonville, NC. However, the City of Hendersonville reserves the right to utilize the State of North Carolina Purchasing Contract, if it is deemed most advantageous.
5. Excess lobbying of specific City departments or elected officials will result in disqualification.
6. The City of Hendersonville reserves the right to issue addendums to this Request for Proposals. The addendums will be emailed to the contact person identified in the Letter of Interest and posted on the City of Hendersonville's website: www.hvlnc.gov.

For additional information regarding this Request for Proposals, please feel free to contact John Buchanan at jbuchanan@hvlnc.gov or John Connet at jconnet@hvlnc.gov.